



State of California—Health and Human Services Agency  
**Department of Health Services**



**SANDRA SHEWRY**  
Director

**ARNOLD  
SCHWARZENEGGER**  
Governor

January 31, 2007

Dear Family Planning, Access, Care, and Treatment (PACT) Provider:

The California Department of Health Services (CDHS), Maternal, Child and Adolescent Health/Office of Family Planning Branch (MCAH/OFP) presents the next release of the Family PACT Program *Provider Profiles*. The enclosed packet of *Provider Profiles* materials has been developed for the physician owner/medical director associated with the Provider Number shown in these documents and reflects only the activity of the provider(s) and the site reimbursed under this number.

Program data are monitored by MCAH/OFP through contracts with the University of California, San Francisco, Bixby Center for Reproductive Health, Research and Policy, and with Electronic Data Systems. Data sources include provider enrollment, client enrollment, and claims. These data are presented to Family PACT providers in the form of practice profiles for informational purposes with the expectation that feedback will be useful in utilization management (UM) and clinical quality improvement (QI).

Several criteria have been identified that allow for providers to receive *Provider Profiles*:

- Clinician providers have served, and successfully billed for, more than 50 Family PACT clients in any six month reference period.
- Where “per client” data are reported, the Provider Number is the only identifiable clinician provider serving the client in the referenced timeframe.
- Chlamydia screening rates, for more than 50 Family PACT clients in any six month reference period, reflect laboratory claims by Family PACT that can be linked to an ordering Provider Number.

In response to concerns expressed by Family PACT providers, **the methodology for chlamydia screening rates has changed**. The profiles now reflect **both paid and denied** claims adjudicated for laboratories. Please note that when chlamydia testing is

reimbursed by any other payer source, the Provider Profiles do not reflect screening rates accurately.

The profiles present snapshots of your practice patterns *in relation to your peers* who participate in the Family PACT Program: public sector (governmental, non-profit, and community clinics) and private sector providers. The current profiles reflect activity from July 1, 2004 through June 30, 2006. Where your data are insufficient for a given indicator, you will see "NA" (not available) meaning that the data for the measure is not available for the time period. Detailed interpretation of the indicators is enclosed to assist you in understanding your profiles.

MCAH/OFP will use the profiles to develop QI-focused technical assistance and provider-specific QI/UM action plans. When practice patterns reflect consistently significant outliers in relation to peer groups, referrals for additional review may be made to CDHS Audits and Investigations.

Methodologies for each indicator, Frequently Asked Questions (FAQs), and profiles of the program as a *whole* by both public sector and private sector providers are posted on our website at [www.familypact.org](http://www.familypact.org).

We strongly encourage you to complete and submit the enclosed Provider Response Form so that we have the benefit of your input in modifying and improving future profile reports. Instructions are provided on the form to respond by fax or mail with this and other feedback. Additionally, MCAH/OFP is interested in utilizing email communication with Family PACT providers, so please check and/or update your email address on the Provider Response Form.

If there are other questions or comments not addressed in the response form or on the website, you may contact MCAH/OFP by calling (916) 650-0414 or by emailing to: [fampact@dhs.ca.gov](mailto:fampact@dhs.ca.gov).

Sincerely,



Laurie Weaver, Chief  
Office of Family Planning  
Maternal, Child, and Adolescent Health Branch



Michael S. Policar, M.D., M.P.H.  
Chair, Family PACT Clinical Practice  
Committee

Enclosures